CHANGE/CONFIGURATION MANAGEMENT DISCIPLINE

Last Updated 8/22/06

DEFINITION	
Name	Change/Configuration Management
Description	The Change/Configuration Management discipline defines the standards, policies, and technologies for documenting and tracking the life cycle and version control of all IT components. Change Management in this context is defined as the process responsible for identifying, planning, scheduling, and documenting the lifecycle of all changes. The primary objective of the Change Management process is to ensure that standardized methods and procedures are used for efficient and prompt handling of all changes, in order to minimize the impact of change-related incidents upon service quality, and consequently to improve the day-to-day operations of the organization. Configuration Management in this context is defined as the specification, identification, recording, and reporting of Information Technology components, including their versions and relationships throughout the lifecycle of the configuration items. The primary objective of the Configuration Management process is to underpin the delivery of IT Services by providing accurate data to all IT service management processes when and where it is needed. Configuration items that should be under the control of Configuration Management include hardware, software and associated documentation.
Rationale	The Change/Configuration Management discipline provides the means to enable beneficial changes to be made, with minimum disruption to IT services.
Benefits	The Change/Configuration Management discipline will provide the means to: • Improve processes for hardware and software version control • Lower support costs due to a decrease in reactive support issues • Improve management of a complex environment with formal documentation • Reduce the amount of unplanned downtime • Reduce exposure to and improve recovery from unforeseen events • Minimize the negative impact of change through better planning and improved communication

BOUNDARY	
Boundary Limit Statement	This discipline is limited to managing and documenting the configuration and change of the hardware and software operating on the State network as well as the network itself. This discipline does not encompass systems hosted on non-State of Missouri networks; however, some of these tools and techniques may be used for these systems.

ASSOCIATED ARCHITECTURE LEVEL	
Specify the Domain Name	Systems Management

CRITICAL REFERENCES

Related Domains/Disciplines

☐	*Application -Development Tools*	☐	*Interface-Accessibility*	☒	*Security-Technical Controls*
☐	*Application -Electronic Collaboration*	☐	*Interface-Branding*	☒	*Systems Management-Asset Management*
☐	*Information-Data Management*	☐	*Interoperability-Application Interoperability*	☒	*Systems Management-Change/Configuration Management*
☐	*Information-GIT*	☐	*Interoperability-Data Exchange*	☒	*Systems Management-Help Desk/Incident Management*
☐	*Information-Knowledge Management*	☐	*Privacy-Personalization*	☒	*Systems Management-Performance Measurement and Capacity Planning*
☐	*Information – GIT*	☐	*Privacy-Privacy (Data)*	☒	*Systems Management-System Availability*
☒	*Infrastructure – Network*	☐	*Privacy-Profiles*	☒	*Systems Management-System Event Management*
☒	*Infrastructure – Platform*	☒	*Security-Management Controls*	☒	*Systems Management-System Recovery*
☐	*Interface-Access*	☒	*Security-Operational Controls*	☐	

Standards Organizations/Government Bodies

List Standards Organizations	ITIL
List Government Bodies	

Stakeholders/Roles

List Stakeholders	State IT Staff, state workers, citizens, partners and Service Providers.
List Roles	

Discipline-Specific Technology Trends

List Discipline-specific Technology Trends	
Technology Trend Source	

ASSOCIATED COMPLIANCE COMPONENTS

List Discipline-level Compliance Components	

METHODOLOGIES

List methodologies followed	

DISCIPLINE DOCUMENTATION REQUIREMENTS

Provide documentation requirements for this Discipline	

ASSOCIATED TECHNOLOGY AREAS

List the Technology Areas associated with this Discipline	Hardware Inventory, Software Inventory

CURRENT STATUS

Provide the Current Status	☐ *In Development*	☐ *Under Review*	☒ *Approved*	☐ *Rejected*

AUDIT TRAIL			
Creation Date	7/10/2006	*Date Approved/Rejected*	9/12/06
Reason for Rejection			
Last Date Reviewed		*Last Date Updated*	8/22/06